

Changes to e-services Registration were implemented on Sunday, September 28, 2014.

An overview of changes is provided below:

1. A series of challenge questions will be added to allow the user to unlock their own account. New users will be presented with the challenge questions during the registration process. Existing users will be presented with the challenge questions the first time they log on. The challenge questions will not be available for forgotten password and current registered users until November 2nd.

Users will no longer receive the 15 minute timeout after three unsuccessful login attempts since they will be able to unlock their account by answering the challenge questions. If the user cannot correctly answer the challenge questions, their account will be locked and they will have to use the Forgotten or Lost Password or PIN function to unlock it.

2. Users will not be allowed to enter their SSN as part of their username or password.
3. Passwords will be required to contain at least one numeric, one uppercase and one lowercase letter, and one special character (except for ^, < and >). The system will force any user whose password does not meet the new requirements to update their password the next time they login.
4. Users will not be able to reuse the last 24 passwords.
5. Email notifications will be sent 30 days and again at 20 days in advance of password expiration. (The 10 day email notification will still be used).
6. Registration screen changes include:
 - The word "expired" will be removed
 - TIN will be changed to SSN/ITIN
 - Username rules will be updated
 - Help screens for password and username will be updated
 - Password link will be added
 - Only 5 digits will be allowed for the PIN